Data Sheet

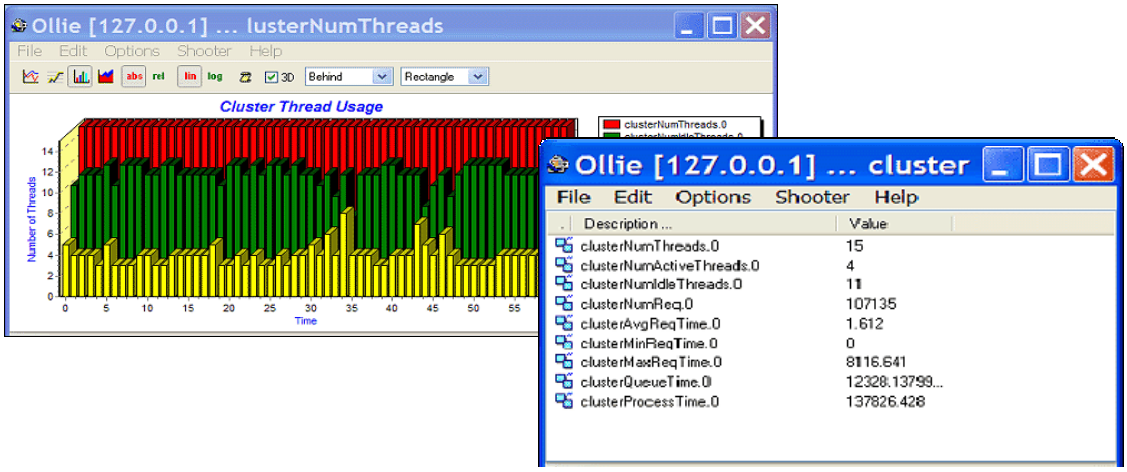
Open Text Monitoring Agent

Monitor performance, usage, and availability

Open Text Monitoring Agent is an optional utility for administrators of systems based on Open Text Content Server, such as Open Text Document Management and Open Text Content Lifecycle Management. Monitoring Agent generates data that enables administrators to monitor Content Server system performance, usage, and availability.

Monitoring Agent provides Content Server administrators with real-time information about multiple servers. With Monitoring Agent, Content Server administrators can identify and address potential issues before they become risks to system stability.

Monitoring Agent provides an interface to any Simple Network Management Protocol (SNMP) application, so you can leverage your existing investments in monitoring your Content Server-based system.



Establish Real-Time Performance Benchmarks

By monitoring end-user response times for Content Server requests received from a variety of connection types (including dial-up, LAN, WAN, and more) and from different locations across the globe, Monitoring Agent enables administrators to optimize the Content Server system according to performance requirements.

Leverage Existing Investments

Monitoring Agent provides an interface to any SNMP application, enabling organizations to continue to make use of existing SNMP monitoring applications.

Operate Non-Invasively

Monitoring Agent examines Content Server without causing any adverse affects, or otherwise degrading performance of your Content Server-based system.

Reduce System Downtime

By enabling administrators to troubleshoot connectivity issues, Monitoring Agent identifies and addresses potential issues before they become threats to system stability.

Features

- Provide instance-level monitoring:
  - Gathers detailed thread usage details, including request type and duration of time spent executing current requests.
  - Delivers request execution timing information, including number of requests executed, last request time, average request time, minimum request time, and maximum request time per thread.
  - Provides consolidated views of thread usage data resulting from request execution, at both the level of individual Content Servers and a cluster of Content Servers.
  - Monitors the server availability of the Open Text Content Server system.
- Provide service-level monitoring:
  - Evaluates end-user response times from a variety of network connection types and from globally distributed locations.
  - Initiates a Content Server request to simulate any specific user on the system.
  - Troubleshoots problems by examining the entire transaction, end to end.
  - Sends service-level monitoring data can to a log file for future analysis.
- Interface with any SNMP application.
- Integrate and enable server monitoring for multiple Content Server systems.
- Analyze Service Level Monitoring logs using the optional Open Text Performance Analyzer.

OPEN TEXT
The Content Experts™

Sales	Corporate Headquarters	European Headquarters
www.opentext.com sales@opentext.com North America Sales 1 800 499 6544 International Sales 1 8004996 5440	275 Frank Tompa Drive Waterloo, ON N2L 0A1 Canada Phone: +1 519 888 7111 Fax: +1 519 888 0677	Technopark 2 Werner-von-Siemens-Ring 20 D-85630 Grasbrunn Germany Phone: +49 89 4629 0 Fax: +49 89 4629 1199

Copyright © 2009 by Open Text Corporation. Open Text, The Content Experts, Livelink, and Livelink ECM are trademarks or registered trademarks of Open Text Corporation. All other trademarks or registered trademarks are the property of their respective owners. All rights reserved.
Printed in Canada. S_M_DS_OTMONAGT_E(20090320)

If you are an Open Text partner or customer, visit online.opentext.com for more information about this and other Open Text solutions.

Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).